

% Multi Family Permits Issued After 15 Days (Multi Agency) Develop Louisville



KPI Owner: David Marchal

Process: Permit Review

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 59.09% (Dec, 2013 - Nov, 2014) Goal: Reduce defect rate from baseline of 59.09% to 56.14% (5% decrease from CY14 baseline) Benchmark: TBD	Data Source: Hansen Goal Source: Construction Rev. Mgr. Benchmark Source: N/A	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Percent of Multi Family permits issued, by month, with a turnaround time (intake through issuance) of greater than 15 days Why Measure: Monitor turnaround time relative to customer expectations Next Improvement Step: Develop Louisville will analyze reasons for extended review periods

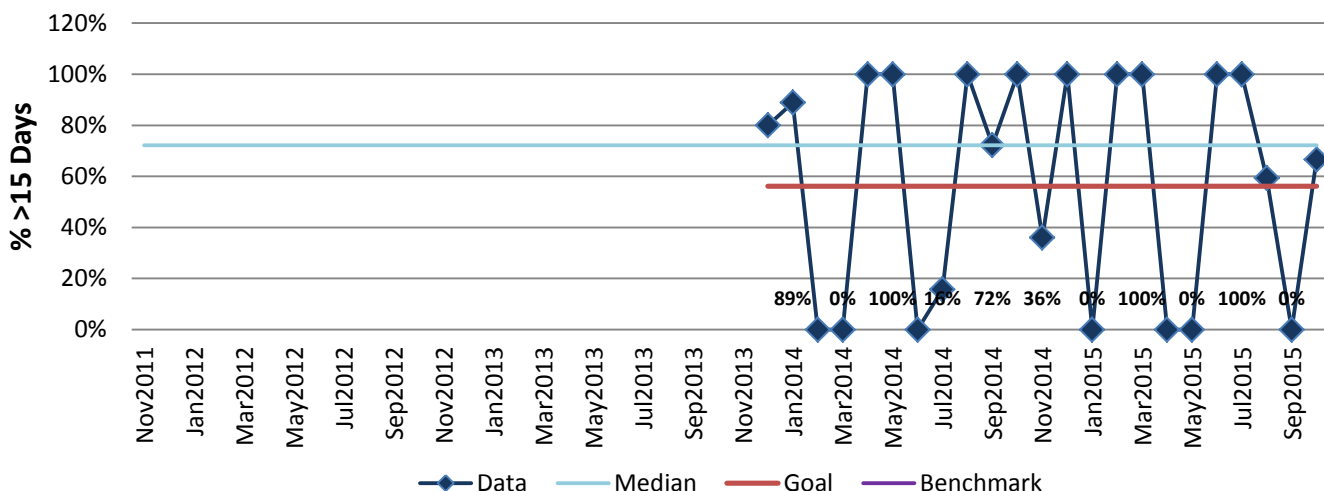
How Are We Doing?

Nov2014-Oct2015 12 Month Goal	Nov2014-Oct2015 12 Month Actual		Oct2015 Goal	Oct2015 Actual	
56.14%	55.17%		56.14%	66.67%	
% >15 Days	% >15 Days		% >15 Days	% >15 Days	

% Multi Family Permits Issued After 15 Days (Multi Agency)



Good



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.